

Section 2 – Retail Service Quality Plan – Measure Definitions

Measure Network Trouble Report Rate	
Definition: This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines in service. Network trouble means a trouble with a disposition code of 03 (Drop wire), 04 (Outside Plant Loop), 05 (Central Office), 07 (Trouble tested OK), 08 (Trouble dispatched and found OK in Central Office), and 09a (Trouble dispatched and found OK in Outside Plant).	
Exclusions: The following trouble reports are excluded from the calculation of report rate: ?? Subsequent reports (A subsequent report is an additional customer trouble report on a line while the original report is still pending, typically for status or to change or update information.) ?? Troubles reported on Verizon official (administrative) lines ?? Troubles closed due to customer action (disposition code 06) ?? Troubles reported to Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble ?? Troubles found in customer premise equipment (CPE, disposition code 12)	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 2.25 Target Threshold (2 points) 1.90	
Calculation: <i>Numerator:</i> Number of network troubles	<i>Denominator:</i> Number of lines in service (divided by 100)

Measure Percent of Trouble Cleared within 24 Hours – Residence	
Definition: This metric measures the percentage of network troubles (as defined for Network Trouble Report Rate) for residence customers that are cleared within 24 hours of receipt of the original report. This measure counts both out of service troubles (OOS) and customer affecting troubles.	
Exclusions: All troubles reported on residence lines that are scored as a network trouble (as defined for Network Trouble Report Rate) are counted toward this measure.	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 60% Target Threshold (2 points) 70%	

Calculation: <i>Numerator:</i> Number of residence network troubles where the clear date and time minus trouble receipt date and time is less than or equal to 24 hours	<i>Denominator:</i> Number of residence network troubles
--	---

Measure Percent of Trouble Cleared within 24 Hours – Business	
Definition: This metric measures the percentage of network troubles (as defined for Network Trouble Report Rate) for business customers that are cleared within 24 hours of receipt of the original report. This measure counts both out of service troubles (OOS) and customer affecting troubles.	
Exclusions: All troubles reported on business lines that are scored as a network trouble (as defined for Network Trouble Report Rate) are counted toward this measure.	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 75% Target Threshold (2 points) 85%	
Calculation: <i>Numerator:</i> Number of business network troubles where the clear date and time minus trouble receipt date and time is less than or equal to 24 hours	<i>Denominator:</i> Number of business network troubles

Measure Percent of Missed Installation Appointments for Company Reasons – Total	
Definition: This metric measures the percentage of residence and business local exchange installation requests that are completed after the commitment date where the reason for the missed commitment is due to the company. These service requests include the initiation of new service and miscellaneous changes to existing service.	
Exclusions: The following service orders are excluded from the calculation of this metric: ?? Orders missed due to customer action ?? Disconnect orders ?? Verizon administrative orders ?? Additional segments on orders (parts of a whole order a included in the whole) ?? Orders that are not complete (Orders are counted in the month that they are completed) ?? Suspend for non-payment and associated restore orders	

Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 2.5% Target Threshold (2 points) 1.5%	
Calculation: <i>Numerator:</i> Number of residence and business orders where the order completion date is greater than the order due date due to company reasons	<i>Denominator:</i> Number of residence and business orders completed

Measure Percent of Missed Installation Appointments for Company Reasons – Residence	
Definition: This metric measures the percentage of residence local exchange installation requests that are completed after the commitment date where the reason for the missed commitment is due to the company. These service requests include the initiation of new service and miscellaneous changes to existing service.	
Exclusions: The following service orders are excluded from the calculation of this metric: ?? Orders missed due to customer action ?? Disconnect orders ?? Verizon administrative orders ?? Additional segments on orders (parts of a whole order a included in the whole) ?? Orders that are not complete (Orders are counted in the month that they are completed) ?? Suspend for non-payment and associated restore orders	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 2.5% Target Threshold (2 points) 1.5%	
Calculation: <i>Numerator:</i> Number of residence orders where the order completion date is greater than the order due date due to company reasons	<i>Denominator:</i> Number of residence orders completed

Measure Percent of Missed Installation Appointments for Company Facilities	
Definition: This metric measures the percentage of residence and business local exchange installation requests that are completed after the commitment date where the reason for the missed commitment is due to a lack of facilities.	
Exclusions: The following service orders are excluded from the calculation of this metric: ?? Disconnect orders ?? Verizon administrative orders ?? Additional segments on orders (parts of a whole order a included in the whole) ?? Orders that are not complete (Orders are counted in the month that they are completed) ?? Suspend for non-payment and associated restore orders	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 1.25% Target Threshold (2 points) 1.15%	
Calculation: <i>Numerator:</i> Number of residence and business orders where the order completion date is greater than the order due date due to a lack of facilities	<i>Denominator:</i> Number of residence and business orders completed

Measure Percent Installation Troubles	
Definition: This metric measures the percentage of installation orders where a reported trouble was found in the network within thirty (30) days of order completion.	
Exclusions: The following trouble reports are excluded from the calculation of this metric: ?? Subsequent reports ?? Troubles reported to Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble	
Reporting Geography: ?? Statewide basis (standard miss criteria) ?? Geographic / Operations turf basis (SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 6.0% Target Threshold (2 points) 5.5%	
Calculation: <i>Numerator:</i> Number of network troubles with installation activity within 30 days of the trouble report	<i>Denominator:</i> Total lines installed in the calendar month

Measure Directory Assistance Average Speed of Answer	
Definition: This metric measures the average number of seconds a customer had to wait before reaching a directory assistance operator.	
Exclusions: None	
Reporting Geography: ?? Statewide basis (standard miss criteria and SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 4.0 seconds Target Threshold (2 points) 3.6 seconds	
Calculation: <i>Numerator:</i> Sum of call answer time for all calls from the time the call enters the queue for an operator to the time the call is answered by an operator	<i>Denominator:</i> Number of calls answered

Measure Toll and Assist Average Speed of Answer	
Definition: This metric measures the average number of seconds a customer had to wait before reaching a toll and assist operator.	
Exclusions: None	
Reporting Geography: ?? Statewide basis (standard miss criteria and SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 4.0 seconds Target Threshold (2 points) 3.6 seconds	
Calculation: <i>Numerator:</i> Sum of call answer time for all calls from the time the call enters the queue for an operator to the time the call is answered by an operator	<i>Denominator:</i> Number of calls answered

Measure Repair Resolution Center Average Speed of Answer	
Definition: This metric measures the average number of seconds a residence or general business customer had to wait before reaching a repair representative to report a trouble.	
Exclusions: None	
Reporting Geography: ?? Statewide* basis (standard miss criteria and SQI point criteria) * The Repair Resolution Center supports all of Verizon's New England service area. Performance results are measured and reported on a New England wide basis.	
Performance Standard: Standard Threshold (1 point) 20 seconds Target Threshold (2 points) 15 seconds	
Calculation: <i>Numerator:</i> Sum of call answer time for all calls from the time the call enters the queue for a repair representative to the time the call is answered by a repair representative	<i>Denominator:</i> Number of calls answered

Measure Residence Service Level	
Definition: This metric measures the percentage of calls to the residence business office (CSSC – Consumer Sales and Solutions Center) that are answered within 20 seconds.	
Exclusions: None	
Reporting Geography: ?? Statewide basis (standard miss criteria and SQI point criteria)	
Performance Standard: Standard Threshold (1 point) 60% Target Threshold (2 points) 75%	
Calculation: <i>Numerator:</i> Number of calls to CSSC that are answered by a representative within 20 seconds	<i>Denominator:</i> Number of calls answered

Measure Business Service Level	
Definition: This metric measures the percentage of calls to the business office (BSC – Business Solutions Center) that are answered within 20 seconds.	
Exclusions: None	
Reporting Geography: ?? Statewide* basis (standard miss criteria and SQI point criteria) * The Business Solutions Center supports all of Verizon’s New England service area. Performance results are measured and reported on a New England wide basis.	
Performance Standard: Standard Threshold (1 point) 60% Target Threshold (2 points) 75%	
Calculation: <i>Numerator:</i> Number of calls to BSC that are answered by a representative within 20 seconds	<i>Denominator:</i> Number of calls answered